



SALARIED ROLE DESCRIPTION

Director of Operations - Walls

Company Overview

Inscape is a design enabler. We have been saying Yes since 1888 with a versatile portfolio of systems, storage and wall products that are adaptable and built to last. With care and consideration, and more than a century of expertise, our philosophy is to always do what we can to say Yes.

Role

- Dynamic, results-driven leader who provides direction, strategy, best practices and efficiency from order entry through to client satisfaction. Provides leadership to Estimating, Specification, Client Services, Engineering, Process Improvement and Production. Works with purchasing and finance to achieve company vision and goals. The Director of Operations will report to the General Manager, Inscape Walls.

Responsibilities

- Develop, implement, and reinforce procedures pertaining to the processing of customer orders from receipt through shipment.
- Provide visionary support, technical skills, and creativity to process improvement changes.
- Manage resource allocation and manpower levels.
- Participate in union committee conflict resolution.
- Drive continuous improvements in the areas of flow, information transfer/factory paperwork, productivity increases, material cost reduction, etc.
- Work with Human Resources and the General Manager, Inscape Walls, on personnel changes, feedback, hiring, termination, etc.
- Assure that projects are in line with corporate direction or product design and product configuration options.
- Provide direction and creative solutions to the packaging of information for the company computer system (MRP/ERP, product configuration, scheduling/planning/capacity).
- Other duties as assigned.

Qualifications

- Bachelor's degree or equivalent; or ten years of related experience and/or training; or equivalent combination of education and training.
- Advanced Leadership, collaborative and performance management skills.
- Proficient in providing feedback, accountability and documentation for performance outcomes, helping employees to channel their talents toward organizational goals building skill sets of future leaders.
- Must be strategic, process and results oriented.
- Experience in project management in either the contract office or construction industry.

Skills

- **Communication:** Provide a compelling case for explaining current plan or a move to a new end state. Good communication means empathy and listening, as well as successfully relaying your own ideas & opinions.
- **Leadership:** Provide clear leadership and direction via a fact-based plan. Comfortable providing clarity & making final decisions even if unpopular or if there are doubts among team members
- **Influence:** Able to lead & direct without a direct reporting relationship.
- **Strategy:** Clearly identify the end game & develop a plan to achieve it.
- **Analysis:** Ability to assess a situation by gathering facts & evaluating them in a logical manner.

Values

- We're committed to continued growth.
- We're empowered to drive change.
- We're flexible & work together.
- We're focused on results.

Quality Assurance

Quality is not just another goal; it is a strategy for survival and future growth. It is the responsibility of every Inscape employee to:

- Consistently meet internal and external customer's expectations for product quality and performance.
- Deal timely and appropriately with any out of tolerance conditions.
- Participate in continuous improvement projects related to our processes and quality system.

Health & Safety

- Learn and follow all Inscape Health & Safety rules/policies/procedures as outlined in the Inscape "Health & Safety Guide."
- Follow all Worker Responsibilities as outlined in the Inscape "Health & Safety Guide."
- Report immediately any accidents, incidents, unsafe conditions or practices of which the employee is aware.

Sign-Off

I have read, understand and agree to the above role description.

Manager Signature _____ Date _____

Employee Signature _____ Date _____

Original Date: February 23, 2011
Last Revised Date: February 15, 2018
Last Reviewed Date: February 15, 2018